CCTO Change List 6/30/2020

Change	Status	Priority	Description	User review group priority
Create daily email, text, and survey in Spanish	In Progress	Urgent	Make daily assessment available in Spanish This fix needs a field for preferred language (English, Spanish, Other as a text field) on the Contacts page. If English or Spanish is chosen, ideally the daily assessment would automatically go in that language.	1, 13
Change county list to drop-down	In Progress	Urgent	This exists both as an issue for the citizen, as described above, and as an issue for the user, since county drives LHD assignment. A drop-down will address both problems.	
Add phone number fields	In Progress	High	Add 2 additional Phone Number Fields (names: phone # 2, phone # 3) and indicator that "mobile phone" will be the one the assessment text goes to	
Bug - Activities get renamed/ owner changes when a new activity is entered into the system	In Progress	Very High	Activities get renamed/owner changes (user says, around 50% of the time) when a user enters a new activity and that user is different from the one that entered the previous activity.	
Phone Number and NC EDSS event ID validation to ensure accuracy	In Progress	Medium	Phone number should be standard format with international code available; NC EDSS ID should be 9-digit number, no other characters	
Bug- Error with Appointment scheduling for siblings	In Progress	High		
Clean up duplicate questions in daily assessment	In Progress	Urgent	Finish assessment question cleanup that was started several weeks ago	
	In Progress	Urgent	View download doesn't work unpredictably	
Bug: texts and emails stopping unpredictably				3
Add a field under the case/contact variable for NC EDSS ID of case-patient	In Progress	Very High		
LHD-level security	To Do	Very High		2
Dashboard is filtered by LHD for LHD users	To Do	Very High		
Automatically end daily assessment based on Last Exposure Date + 14	To Do	High	Contact tracing should continue 14 days from the Last Date of Exposure, which is captured in the Contact. Ideally, that end date would be calculated and shown, and email/text monitoring would automatically end after the end date is reached. Links to ITDCCTO-185 - create a new field for Last Monitoring Date, autocalculated from Last Date of Exposure.	4, 11, 12
Daily assessment values default to blank instead of yes/no	To Do	Very High	Assessment responses should default to blank in CCTO until changed by the contact or contact tracer. Will need to consider how this looks to the contact filling the daily assessment.	
Add link in the system so that patients in a household can be searched together	To Do	High		5; should also prevent user from having to enter repetitive information
Last assessment date populates even when prior daily assessments are missing	To Do	High		6
Improve duplicate detection so that it takes into account more than one field	To Do	Very High	As users transition from their previous systems to this one, uploading is particularly important. Test uploads have worked, but because duplicate detection is very simplistic, many records will be blocked. I think we need, at minimum, for a "duplicate" to have the same last name, first name, and birthdate. Birthdate alone doesn't work. The larger issue is that anything that the system considers a duplicate will fail; the duplicate detection is very unsophisticated at this point. So anything with the same birthdate as someone else will fail; so with any large upload, you would expect failures.	
Allow search by NC EDSS number	To Do	High	Objective: Ability to search by source patient NCEDSS number to show all contacts and case patient NC EDSS ID number	
Create new variable: Last monitoring date; autopopulate as Last Exposure date +14	To Do	Medium		
Rename or hide unused columns from views	To Do	Medium		

	To Do	Medium	The feedback channel would be embedded in MS Dynamics as a modal window or ribbon button. The user could then select one topic area, write a free text description, and attach screenshots.	
Add CCNC call center phone number to initial email to allow verification	To Do	High		
Create alert when symptom changes from no/blank to yes or resource need changes from yes/blank to no	To Do	High		
Design to have a common identifier used across NCEDSS and MSFT Dynamics Arias/DTRA	To Do	Medium		
Allow capture of consent for resource referral in CCTO	To Do	Medium	Add a button or checkbox in the CCTO tool and add to the user script to ask. Add a question or signature feature in the contact tracing steps/workflow within ARIAS to record the citizen's response/agreement to sharing his/her data with external organization to provide the necessary support (food, PPE, etc.) during the process. For added clarity, it is recommended the question outlines the data elements being shared and the purpose behind the data sharing. Another advantage for this approach is the fact that it can be used to record the citizen's consent/agreement if they choose to use the online platform in the future (i.e. where they enter the information directly in the platform).	
Autopopulate tasks/appointments from last exposure date	To Do	Medium	{color:#172b4d}SMS to international numbers, input a new international numbers field and then ensure Dynamics is configured correctly{color}	
Identify automation opportunities (reports, metrics)	To Do	Medium	Auto populate tasks/appointments from last exposure date	
Issue of text message not sending complete link	To Do	Medium		
Default sort of appointments/tasks is chronological	To Do	Medium	*Solution Options:* # **Change the order of the text placing the HTTP link at the beginning of both messages # For each 160 character segment implement a 2 second delay between each message so message delivery would be in the correct order without relying on concatenation. This would also require a wording update to ensure the 160 character boundaries don't break HTTP links. # Prior to sending the API request to Twilio, instead send the message to a URL shortening API, receive back the shortened URL and then sent that to Twilio. This would only apply to the unique links we send that have the query string parameter.	
Export >100,000 rows	To Do	Medium		
	To Do	Low	Limit of 100K for exporting data from CCTO tool to Excel Solution: Custom query to break data up into batches to be exported so as to eliminate potential for errors through duplication	
Rename Monitoring Age to Monitoring Duration	In Progress	Medium		
Test results listed in Assessment	To Do	Very High	Setup Connections (?) or a variable to be able to link related contacts.	
Create supervisor views		Not yet prioritized	Is an alternate fix to flow this data from NC EDSS? Would need case NC EDSS ID entered	7
Manually enter last date contact was monitored		Not yet prioritized		8
Make phone calls and tasks recurring - is this possible?		Not yet prioritized		10